



SMART: AGENTIC – AGENT CREATION TOOLS

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART: Agentic - Agent Creation Tools provides a comprehensive platform for building, testing, and deploying governed AI agents. The service enables organisations to create intelligent automation ranging from simple no-code agents to sophisticated pro-code solutions, all protected by Agentic Dome security controls and comprehensive audit trails.

Built on ICS.AI's OLM (Organisational Language Model) technology, agents are grounded in approved organisational knowledge with human-in-the-loop controls for high-risk actions. The platform supports multi-agent orchestration, enabling complex workflows where specialised agents collaborate to complete tasks while maintaining governance throughout.

SERVICE TIERS

Tier	Description
Foundation (No-Code)	No-code agent creation for service teams. OLM prompt builder, templates, and guardrails for building governed agents without developer dependency. Agentic Dome security controls, sandbox testing, approvals, and audit logging included. Interoperability with third-party agents and tools.
Premium (Low-Code)	Foundation plus agent service accelerators for API and RPA system integration and document transformation, connectors, reusable components and templates.
Specialist (Pro-Code)	Premium plus full SDK access, custom tool development for integration and business logic, advanced orchestration customisation and compatibility with developer ecosystem for authoring, source control, testing and CICD.

KEY FEATURES

- No-code builder for agents and automated workflows
- Agent service accelerators for system integration (Premium)
- Full SDK for development (Specialist)
- Interoperability with third-party agents and tools
- Agentic Dome policy controls for tools and data access
- Sandbox testing with evaluation checks before deployment
- Human-in-the-loop controls for high-risk agent actions
- Versioning, approvals, and rollback controls for governance
- Audit logs for all agent actions and decisions
- Pre-built templates for common workflow patterns

KEY BENEFITS

- Speeds agent creation without requiring developer resources
- Reduces risk with Agentic Dome approvals and guardrails
- Enables service teams to build agents independently
- Improves reuse and consistency with template patterns
- Accelerates automation initiatives across services
- Supports safer rollout with sandbox testing
- Maintains governance with policy controls throughout
- Provides comprehensive audit trail for compliance

TECHNICAL ARCHITECTURE

Built on SMART: Platform Core with Agentic Dome security layer:

- Microsoft Azure deployment with tenant isolation
- Multi-LLM orchestration layer for model selection by policy/cost/performance
- Agent builder (no-code/low-code/SDK) with versioning
- Agent registry with scoped permissions
- Execution runtime with monitoring, retries, and audit trail
- RAG over approved knowledge sources with version control
- Identity via Microsoft Entra ID with RBAC
- Central logging/telemetry for usage, costs, quality and risk

AGENTIC DOME SECURITY

Agentic Dome provides the security and governance layer for all AI agents:

- Policy controls defining boundaries for agent behaviour
- Tool permissions with scoped access to systems and data
- Human-in-the-loop checkpoints for high-risk actions
- Approval workflows before agent deployment
- Runtime monitoring and anomaly detection
- Comprehensive audit trail for all agent decisions
- Rollback controls for rapid response to issues

GOVERNANCE, SECURITY & COMPLIANCE

- RBAC for users, knowledge sources, agents, and admin actions
- Policy controls for prompts, outputs, and actions (allow/deny, thresholds)
- Approved knowledge sources with review and version control
- Audit logging for prompts, outputs, routing decisions, and approvals
- Sensitive data handling with redaction and minimisation patterns
- Human-in-the-loop controls for high-risk workflows and actions
- WCAG 2.2 AA compliant interfaces
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- Discover and scope: users, priority use-cases, success metrics
- Configure governance: policies, roles, approved sources, retention
- Build and ground: connect knowledge sources; create agents/templates
- Integrate: identity, M365, line-of-business systems
- Test and assure: evaluation, red-team prompts, approvals
- Pilot and iterate: controlled rollout, measure value, tune agents
- Scale and operate: lifecycle management, monitoring, optimisation

SUCCESS MEASURES

- Cycle-time reduction for targeted processes
- Automation success rate and exception rate
- Error-rate reduction and rework avoided
- Cost per transaction and throughput
- Approval rates and audit findings

RELATED SMART: AGENTIC PRODUCTS

Product	Description
Evergreen Agent Library	Subscription access to curated, ready-to-deploy agent templates with regular updates and governance-reviewed configurations.
System & Integration Agents	Background agents for third-party system integrations and complex automation tasks. Available in Foundation through Ultra tiers.

DEPENDENCIES & PREREQUISITES

- Requires SMART: Platform Core (included with any SMART product)
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Accessed via SMART: Staff UX interface

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Agentic - Agent Creation Tools. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication. Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

<https://www.ics.ai/>



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Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

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BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

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